



March 21, 2014

Weekly Report

A Highlight of Departmental Activities

The Weekly Report showcases the activities and accomplishments of the many Departments within Rutherford County Government. Click on the directory list, department headings, icons and text in blue to be linked to more information.

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[Airport](#)

The Airport sold 358.90 gallons of 100-LL fuel. Additional revenue included collection of \$300.00 in hanger fees. Prepaid customer fuel sales totaled 981 gallons. The Airport Authority held its monthly meeting on Tuesday, March 18th.

[Board of Elections](#)

The Board of Elections began mailing absentee ballots on Monday March 17th. Staff were busy recruiting poll workers and contacting the schools to find students interested in working. Preparations have begun on training classes as the department waits to receive our election programming.

[Building Inspections](#)

The Building Inspections Department has issued 71 permits totaling \$8,986 in fees and inspectors have conducted 266 inspections, including several final inspections at Horsehead. Staff began bi-annual school inspections with the fire inspector and building inspector. The Director has continued to work on the Airport obstruction clearing issues as well as preparing the 2014-15 budget. The Department has scheduled a code [seminar/conference](#) for all local electricians and general contractors to be held April 3.

[Clerk to the Board](#)

On Monday Commissioner Richard met with Airport Authority Attorney Beth Miller and Carl Classen regarding airport records. Commissioner Owens attended an economic development listening tour on Tuesday. The tour was sponsored by the North Carolina Association of County Commissioners. The Commissioners met at the Airport Authority on Tuesday evening. Following this, a special meeting of the County Commissioners was held. They discussed both long and short term goals. On Wednesday, Commissioner Owens attended a Social Services' Board meeting. The Clerk participated in a conference call with Granicus on Wednesday regarding the agenda and minutes software and new developments for these.

Cooperative Extension

The Cooperative Extension Director attended the annual Rutherford County Cattleman's Association and continued to assist clients with technical advice through phone calls, emails, office visits and site visits.

The Family and Consumer Sciences staff facilitated a Grandparents Raising Grandchildren support group, taught a nutrition program at the Carver Center for parents, taught Steps to Health nutrition for 2nd grade at Ellenboro Elementary and met with Extension & Community Association.

County Manager

The County Manager attended the weekly update meetings with the Solid Waste Director, Economic Development Director and County Attorney. The Manager also attended the County's Community Project Grant work group review meeting, several budget meetings with the Finance Director and Department Heads, the ARC Distressed Community meeting, the Hines / Mid Atlantic Water Line Property Owners meeting at Chase High School, and Finance and DSS staff regarding the *Northwoods* software.

Economic Development

The Economic Development Executive Director reviewed incentive reports as required by the NC Department of Commerce, provided a weekly overview of economic development activities to the County Manager, attended the Town of Spindale Commissioners' meeting requesting support of Project APPI in the form of a local industrial incentive grant and Team Air, Inc. in the form of an IDF grant application for sanitary sewer improvements, participated in a coordinated economic development efforts meeting with the County Manager, TDA and the Chamber of Commerce, participated in the Airport Authority Board Meeting and attended the Board of Commissioners goal planning session, participated in the monthly EDC Board meeting, met with representatives of Trelleborg Coated Systems, Inc. and worked with staff to assist the Town of Spindale in completing and submitting the IDF grant application in support of Team Air, Inc.

The Project Administrator attended an EDAC event sponsored by AdvantageWest at Western Carolina University, finalized details for a Lunch and Learn Seminar on Non-Traditional Lending Opportunities for existing industries, scheduled and conducted existing industry visits and shared follow-up information on requests, and conducted the monthly Business Advancement Team meeting and heard program updates from the team (Division of Workforce Solutions, Region C Workforce Development, ICC – HRD, ICC-Applied Sciences, Rutherford County Schools CTE, Rutherford County Chamber of Commerce.)

The Economic Development Assistant reviewed and submitted year end reports for NC Department of Commerce, attended and transcribed the Economic Development Commission Board meeting and finalized the IDF application for the Town of Spindale's submission.

Finance

The Finance Officer, Assistant Director and County Manager have begun to meet this week with the County departments for further discussion or clarification of their 2014-2015 budget requests. The Finance Officer met with the Community Grant Committee to review the applications and assist with recommendation for the Commissioners' approval. The Finance Director met with the Transportation Services Director and EMS staff regarding billing systems and met with DSS regarding *Northwoods* software. The Finance Office has processed payroll for this week and accounts payable.

Fire Marshal/Emergency Management

The Fire Marshal/Emergency Management Director completed information and reports required for the April public hearing on fire protection service districts, responded to a report of missing juveniles who were located safe, assisted on a woods fire in Chimney Rock and attended law enforcement in-service training. The Director also attended various meetings.

Human Resources

The HR Director held meetings to discuss personnel issues, exit interviews, and retirements. Welcome Joseph Toms (Transit), and Donald Campbell (Transit). The Director attended several meetings this week including a meeting with County Manager Carl Classen, Finance Director Paula Roach and Airport Director Chris Roach. The Director and HR Specialist attended a meeting sponsored by Benefits Control regarding ACA updates, ADA, and FMLA updates. Updates to the Personnel Policies are being worked on. HR is also working closely with several vendors to host a wellness clinic and the annual blood drive has been scheduled for May.

Information Technology

The IT Department has been busy working on MDT replacements for EMS and working on quotes for departmental replacements of desktops and laptops. Peter is still working on the caller id issue and he has compiled a list of accessories that employees have requested for the new VoIP phone. Those items were not budgeted for this year so they have been requested in next year's budget.

The Department closed out 102 work orders this week. Data migration is still in the works for the new tax software many thanks to Keystone for compiling that data and working with staff to make sure they have the best system possible.

Reminder about Trackit

Please email
trackit@rutherfordcountync.gov
for all your IT, Maintenance
and VoIP issues.

Library

The Library Director spent the week working on agendas for upcoming meetings, making preliminary plans to schedule an online patron survey, updating the NCPLDA archives materials and served as a judge for an essay contest for the ICC English Department

Mountains Branch Library had a wonderful turnout on March 15th for the Friends First Annual Chili Cook-Off. There were 10 contestants and 65 tasters. Live music, provided by local teen talent "green punch," and some fabulous chili were enjoyed by all.

COUNTY LIBRARY BOOK SALE

Thursday - Saturday, April 3rd -5th. For more information see www.rutherfordcountylibrary.org or their [Facebook](https://www.facebook.com/RutherfordCountyLibrary) page at <https://www.facebook.com/RutherfordCountyLibrary>



Public Works and Planning

The Public Works and Planning Department garage had 8 preventative maintenance service calls, 18 repairs, 2 tire service calls and 6 other repairs/inspections. Maintenance completed 27 work orders and repairs and groundskeeping of all County facilities as the Spring growing season breaks through. Replacement of the Emergency 911 Communications center backup generator continues this week with modifications to the sewer system to accommodate this new generator. Budget reviews and building requests from department heads have progressed well and those priorities will be discussed with Finance and the County Manager next week. The Director and Project Manager have worked with the Community Grants committee to review, score and process the applications. A summary and staff recommendation for funding will be in the Commissioners' April agenda packet. Staff continue to work with the Biggerstaff committee on the prioritization of grant applications in addition to following up on the certification application. Other notable projects currently progressing through next steps are CDBG and distressed County granting with IPDC's assistance; Rail Trail improvements will be released for bid this week; the Southern EMS cost estimating, and Ruth School mitigation and shoring up. Lastly, a community meeting was held at Chase High School at 6:00 this evening for questions/answers and information of the Hines/Mid-Atlantic Road water line expansion. Staff continue managing the improvements and progress on several additional projects and planning.

Greyrock: The pavers are finishing paving Projects 7, 3B, part of 8 & all of 9. Project 8 is now completed and stoned. Project 10 clearing is nearing completion.

Queens Gap: Project 1 is continuing to move forward. The large culverts should be delivered in the next week. Project 3 bids will open on March 27th.

Register of Deeds

The Register of Deeds Department made 4 copies resulting in cash receipts of \$83.00, processed 265 real estate records with \$18,632.50 received in cash and processed 154vitals, receiving \$1,790.00. A total of 423 transactions were made with a total of \$20,505.50 in cash received.

Revenue

The Revenue Department answered 864 phone calls, and assisted 312 citizens who came in to the office (5 being PUV). 62 deeds were recorded and 32 were transferred. 5 estates were transferred and 37 new accounts were set up. Mapping completed 5 splits, 1 merge, 5 acreage adjustments and created 20 new maps. 24 new E911 addressees were assigned and 2 new roads were created. Ownership of 71 addressees was updated. 2 new road signs were installed. The GIS website had 91,076 hits and 60,103successful searches. Appraisers completed 392 field reviews. 30 Deeds were certified. Staff worked 33 discoveries, 4 releases, and 17 refunds. They are continuing to work June motor vehicle renewals. No collection data reported for this week.

Senior Center

The Senior Center hosted a "Skin Cancer" program this week. Dr. Pabon was the guest speaker for this program. Dr. Pabon is a general surgeon with Rutherford Surgical Associates and a member of the Rutherford Regional Health System medical staff. Also, participants brought their SilverArts entries to the Center on Thursday and Friday. SilverArts consists of Visual Arts, Heritage Arts, and Literary Arts. The SilverArts judging will be on Monday, and then the SilverArts exhibits will be on display March 25-28th. Lastly, the AARP Foundation Tax Aide Program is being offered at the Senior Center. This service is for low to moderate income individuals, with special attention to those 60 and over. The trained volunteers will be available, by appointment only, on Thursdays and Fridays through April 11th.

Sheriff's Office

The Sheriff's Office monthly report is as follows:

Calls for Service:	3826
Warrants Served/Total Arrest:	204/200
Domestic Calls:	175
Involuntary Commitments/Hours:	19/18.70 Man Hours
Civil Papers Served:	229
Ex Partes Served:	10
Evictions:	7
Animals Pick Up/Surrender:	209
Animals Returned to Owners or Rescued:	166
Animal Control Calls for Service:	164
New Cases Assigned to Detectives/Road Patrol:	145/14
Pill Drop Collections:	8,932 Doses Units/0 ML
Average Daily Inmate Confinement:	215
Gun Purchase Permits:	136
Carry Concealed Permits Issued:	82
Project Lifesaver Clients/Contact Hours:	6/5.0 Man Hours
Registered Sex Offenders/Contact Hours:	178/32.0 Man Hours

How to Get News Sent to Your Phone or Email From Rutherford County Sheriff's Office



NIXLE is a free service for citizens that want to receive information, weather advisories, news alerts and other important messages from an agency. All you have to do is go to the NIXLE website and sign up OR text your zip code to 888777. You can receive information through emails and/or text messages.

Want to see an example of Community information provided by RCSO by way of NIXLE? Click [here](#).

www.nixle.com

VOIP Phone: Tech Tips for Users



Dialing Using the History List

When **incoming** calls are entered into your history list they do not include a 9 and/or a 1 in beginning of the number. Therefore, if you tried to use that number to dial out, by selecting it and then pressing the call button, it will not complete the call because a 9 is required to make an outside call.

The trick to using the list is the following:

1. In the history list highlight the number you want to call back. If the number does not begin with a 9 then go to step 2. If it does just press the soft key CALL button shown at the bottom of the display.
2. On the phone press the 9 and 1 for long distance calls and then press the soft key CALL button shown at the bottom of the display.

Note: You will not hear the 9 being dialed.

3. The call should now dial out correctly.

All VOIP Tech Tips and other information can be found on the VOIP Support Site

[VOIP Support](#)

Information provided by:

Peter Gaulin

Telecommunications Administrator

Social Services

The Social Services Department's NC FAST implementation continues as Family and Children's Medicaid is entered into the system. Due to the many issues and glitches in the system, management and staff continue to work with stakeholders in the community to discuss how medical services and prescription medication can be provided to those whose case cannot be processed or is not in NC Tracks, the State Medicaid billing system. The agency is also waiting for word from the State regarding possible changes in implementation, which requires approval from the Center for Medicare and Medicaid Services (CMS), the Federal Medicaid agency. Over the past several weeks, DSS Security Officers have conducted required annual security training related to access to Social Security Administration information and access to other federal and state systems. On Tuesday, the Director attended the monthly statewide DSS emergency/disaster coordinators telephone conference call. The DSS Board held its regular monthly meeting on Wednesday, with three Board members present. Mr. Bobby Boyd, the District Representative to the NC Social Services Commission, attended the meeting. He spoke briefly to the Board about the purpose and functions of the Commission and thanked the Board members for their service. One of the major functions of the Commission is to appoint two members to the local DSS Board. The Board also heard presentations regarding the *Northwoods* Case Management System, the newly implemented Continuous Quality Improvement Program in Family Services, the Care Review Team, and NC FAST. The Social Work Program Manager and the Director held a conference call with representatives from *Northwoods* in preparation for a presentation on Friday. The meeting on Friday was attended by the County Manager, the County Finance Director, the IT Director, in addition to, DSS staff and Board members. Also on Wednesday, Income Maintenance Management staff attended the weekly NC FAST conference call. On Thursday, the Director attended the regional DSS Director's Meeting in Asheville, and on Friday, met with HR Director, Debra Conner, concerning a personnel matter.

Solid Waste

The Solid Waste Department's landfill served 289 customers this week, hauled 68 loads from convenience centers and shipped 33 loads to Lenoir. The Director attended various meetings this week including the litter meeting with the County Manager and Steve Nanney, meeting with tire salesman, budget meeting with the County Manager, and attended a working budget review with Finance. The landfill received a used track loader that was purchased. The Director is working on price quotes for the fence replacement at Danielstown Convenience Center. The landfill employees are performing everyday job duties while collecting electronics and performing upgrades at the Avondale center. The Director and Steve Nanney continue to work on a power point for the Carolina Recycling meeting the first of April.

The Solid Waste Code Enforcement Officer report is as follows:

Active Cases	12
Convenience Center Cases	4
Non Center Cases	8
Pictures Taken	0
Letters Sent	0
Citations Written	0
Closed Cases	0
Community Service Workers	6
Community Service Reports	1



Please remember the **Litter Free NC** campaign that was recently started by Governor Pat McCrory. Last year our state spent roughly \$16 million of tax money to collect and remove 7 million pounds of roadside litter. This will be a joint effort of education and enforcement. Also this program allows motorists to be able to dial *HP on a cellular phone to report any cases of littering or unsecure loads.

Soil and Water

The Soil and Water Department Admin/Education staff worked on scheduling landowners for the no-till drill and processed paperwork and payment and visited Spindale Elementary to read for the Agriculture Literacy Program for 2nd grade students. The Department also completed and sent the Outdoor Environmental Learning Center Grant Interim report. The Ag Cost Share Technician attended a 2 day pond planning workshop, fielded calls for technical assistance, and worked at a stream restoration job site.

Tourism Development Authority

The TDA held an Open House at the Welcome Center for volunteers and about 30 people were in attendance. The TDA also met with the County Manager and others regarding Economic Development. To be ready for the "busy season" the TDA welcomed new staff to cover hours welcoming visitors at the Welcome Center and other TDA locations. The TDA met with numerous stakeholders regarding Wayfinding and other tourism matters, including interest opening in a local film attraction. The TDA also met with a Community Group in Chimney Rock to discuss TDA efforts. Wayfinding members held a meeting as they enter the final phase of the master plan development.

Transportation Services

The Transportation Services Department's **EMS** personnel responded to 132 emergency calls and 46 convalescent calls. Management worked on year end billing projections, as well as, possible strategies to allow for greater EMS coverage within the county.

Transit drove 9,408 miles, completed 982 local trips and 56 out of county trips, transported 254 unduplicated passengers and collected \$13,459 in revenue. Management participated in a meeting in Lake Lure regarding transportation and traffic congestion and will follow up with a work group in a few weeks. Transit held their monthly safety meeting and Bill Morris was named Employee of the Month.

TRANSIT
EMPLOYEE OF THE MONTH
BILL MORRIS



Veterans Services

The Veterans Services Office staff had 207 mail-in contacts and 58 mail-out contacts. Staff also had 92 telephone interviews and 224 veteran contacts.

Building Inspections Department to Hold an Informational Meeting for Electrical and Building Contractors



The Building Inspections Department of Rutherford County

cordially invites you to an informational meeting
for electrical and building contractors on
Thursday, April 3rd, beginning at 6 pm,
in the Auditorium of the
RC Office Building
289 N Main St, Rutherfordton.

We will discuss commonly-asked electrical questions, more frequent code violations, and implementation of the 2014 NEC (National Electrical Code).

Special Highlights

Chief Deputy Jeff Buchanan Recognized as Administrator of the Year

Rutherford County Sheriff's Office Chief Deputy, Jeff Buchanan, received the award, Administrator of the Year, at the Region C meeting, held on Tuesday evening at Ryan's in Forest City.

Region C is comprised of law enforcement agencies from Rutherford, Polk, McDowell and Cleveland Counties. Region-C recognizes officers who go above and beyond the call of duty.

Chief Buchanan was nominated for the award by Lt. Warren Sprouse, with input from other deputies, who praised the Chief for his experience and dedication to the employees of the Sheriff's Office and the law enforcement profession.

Chief Buchanan has served the public for over 36 years as a law enforcement officer, but also is dedicated his wife, family and church.



Lt. Sprouse and Sheriff Chris Francis presented Chief Buchanan with his award.

Also receiving an award were:

Lougenna Parker (Forest City Police Department)- Administrative Assistant of the Year

Chris Brantley (Shelby Police Department) - Administrative Assistant of the Year

Ron Diaz (Columbus Police Department)- Uniform Officer of the Year

Jody Segal (Cleveland County Sheriff Office)- K-9 Officer of the Year

Jason Spence (N.C. Highway Patrol)- Trooper of the Year

Brad Moore (Forest City Police Department)- Uniform Officer of the Year

Ryan Bailey (Lake Lure Police Department)- Reserve Officer of the Year

Rick Shaffer (Cleveland County Judicial System)- Prosecutor of the Year

Richard Corley Award was presented:

Steve Holland (Forest City Council)

Trooper Donald "Kirk" Hensley (N.C. Highway Patrol)

Congratulations to the following Sheriff's Office Employees



Promotions

Effective 3/17/2014

Cpl. Justin Splawn, Detention
Off. Todd McDaniel, Detention
Off. Debra Hollifield, Detention

Position

Sgt./Detention
Cpl./Detention/Transport
Cpl./Detention

Ptl. Shane Holtzclaw, Road Patrol

Effective 2/17/2014

Cpl./Road Patrol

New Full-Time Employees

Effective 3/17/2014

Jamie Mode
Ptl. Jordan Chapman, Reserves
Off. Ronald Jenkins
Shaunda Hill

Investigation/Narcotics
Ptl./Road Patrol
Detention
Detention

Ptl. Wilmer Chavez-Perez, Reserves

Effective 3/31/2014

Ptl./Road Patrol

New Part-Time Employees

Effective 3/17/2014

Nicholas Marlow

Detention

Effective 2/17/2014

Laura Temple

Telecommunicator

Effective 1/9/2014

Ptl. Joseph Montgomery, Reserves

Ptl, Courthouse/Security

Lateral/Transfer

Effective 3/17/2014

Cpl. Allan Young, Detention/Transport
Ptl. Matt Owens, Road Patrol
Off. Robert Ives, Detention/Full-Time
Cpl. T.J. Hip, Detention (D Crew)

Ptl./Courthouse Security
Ptl./Interdiction
Detention/Part-Time
Cpl./Detention (A Crew)

Donna Keener, Part-Time 911

Effective 3/3/2014

Part-Time, Narcotics Secretary

Secretary Sara Hartman, Animal Control

Effective 2/17/2014

Ptl./Animal Control

County Commissioners

William Eckler, *Chairman*

Julius Owens

Eddie Holland, *Vice Chairman*

Roger Richard

Greg Lovelace

Carl Classen, *County Manager*

Hazel S. Haynes, *Clerk to the Board*

Richard Williams, *County Attorney*



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